



## CRISIS RESPONSE

### SHPD PROGRAM/SERVICE

The primary purpose of "crisis response" is to help students and staff cope with painful emotions and feelings resulting from a community or school related crisis.

#### **Historical Background:**

The SFUSD Crisis Response plan and professional development were created in 1991. Building upon existing information and material, SHPD established a crisis response team comprised of school nurses, health educators and counselors. The team was charged with the task of developing a Crisis Response Manual for SFUSD, which was completed in fall, 1991.

#### **What is the goal of the Crisis Response?**

The primary purpose of school-based crisis response is to assist students and staff manage painful emotions and feelings that result from a community or school related crisis. In addition, SFUSD crisis response intervention assists the school community to return to established routines as quickly as possible following the crisis.

#### **Current Status:**

SHPD coordinates the district crisis response, which involves updating the manual and providing professional development.

#### **How does it work?**

Currently all school sites are required to identify a crisis response team and send this information to SHPD. All sites have received professional development on how to handle a crisis.

- Calls come into SHPD Nurse of the Day (NOD).
- The NOD completes the intake form, referring the caller to the crisis response manual, advising them to activate their CRT (crisis response team).
- The NOD consults with the district coordinator and an assessment is made if additional resources will be required.
- Additional district departments, city or county departments and private volunteers are notified as to a potential need for service if necessary.

The district coordinator contacts the site and debriefs the incident, insuring that we continuously modify and improve the program.

#### **Activities within SFUSD and SHPD that support crisis response:**

- Learning Support Professionals and School District Nurses
- NOD
- Safe and Drug Free Schools and Communities

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